

K. Ramasubramanian
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DOB:28/01/1989

ACADEMIC

B.E.(Mechanical) Sathyabama University
Chennai - Passed out in 2015 CGPA 6.47

Diploma in Mechanical Engineering

Sri Sai Ram Polytechnic, Chennai, Department
of Technical Education, passed out in 2009
with first class 65.85%

VISION STATEMENT

To reach the pinnacle of success through hard work and integrity. Seeking a challenging position in a reputed firm to use and improve my skills in planning, analyzing and project coordination. To have a career in the organization, this involves persistent learning.

SNAPSHOT

A seasoned professional with over 09 years of rich experience in after sales support and Warranty support and 13 months worked as a SME (Subject Matter Expert) deputed to Daimler projects and Technical writing by using Frame maker and Adobe illustrator CS5. Hands on experience in Backhoe loader, Wheel loader, Excavator, Dump trucks Team handling and enabling them deliver quality services to clients. Strong relationship management, analytical & communication skills.

PROFILE

- Mechanical Engineer with over 09 years of experience in After sales support and 13 months with Technical Publication Company as a SME (subject matter expert) along with Technical writing and Illustration
- Exposure in DBS
- Exposure in SAP
- Exposure in Frame maker, Adobe illustrator,
- Exposure in MS office,

EXPERIENCE OVERVIEW

- Machines Commissioning and PDI checking in Yard
- Responsible for all Cost Capp machines and provides 85% machine availability
- Coordinate with team to achieve goals. Provide good service reliability & Shop floor control activity
- Worked as an Engineer-Customer Support, handling issues related to Back Hoe Loaders and other machines in utilization for Building and Construction Sectors.
- Attending machine Commissioning service, break down problems, scheduled maintenance and component overhauling.
- Trouble Shooting & Maintenance of Machines like Backhoe Loader, Wheel Loader
- Illustration of image tracing in Adobe illustrator
- Parts manual, Service manual, Diagnostic manual, Special tool Catalogue, Body building manual
Technical support for Input analysis
- Translation of parts manual service manual in frame maker (service manual, parts manual, diagnostic manual, special tool manual, body building manual)
- Technical support for Creating Documents and QC checking
- QC Checking for play blast videos & send error report to rectify the errors

WORK EXPERIENCE

1) LeeBoy India Construction Equipment (P) Ltd

Position: Senior Executive (product support & Training) Till date

- Dealer parts query validation
 - Calls allocation and call monitoring
 - Spare parts business and dealer support for spares
 - L&T portal & Invoice registration
 - Procurement action against dealer query
 - Warranty parts data maintaining
 - MIS report for dealers to be checked
 - Dealer communication for business improvements
 - Monitoring spare parts availability
 - Machine PDI Checking before dispatch

2) CHENNAI 4S Dealer for Tata Hitachi Construction Machinery

Position: Senior service Coordinator August 2019 to January 2020

- Call monitoring & Warranty Handling
 - Daily open calls monitoring and deputed engineers to Job
 - Open calls data capturing through CRM
 - Warranty parts ordering and maintain warranty data
 - MSI & ASC service Schedule to be monitored
 - Technical guidelines to field service engineers
 - Handling customers with parts and service interaction
 - Warranty Claim Generation and payment follow-up
 - Failed parts data monitoring

3) GGS Information Services India Pvt. Ltd (for Daimler Projects)

Position: Subject Matter Expert, Projects (Jan 2017 to Feb 2018)

- Projects with FUSO deputed to TF Titan project as Subject Matter Expert
 - Animated Service manual for TF titan
 - Document and compiled with screen shot prepared for animation process
 - Sequence of screen shots to be verified
 - Provide technical guidelines to Modelling team to develop missing components
 - Missing parts and components checking in Maya file for further process
 - After the process completed file send for Client Approval
 - Flat Rate Manual Support
 - Standard time calculation for Removal & Re fitment Assembling & Dismantling of components individually Technical writing team support
 - Illustration of image tracing by using Adobe illustrator
 - Translation of manual in frame maker (service manual, parts manual, diagnostic manual)
 - Flat rate manual data validation for timeline calculation

4) **L&T Construction and Mining Machinery**

Position : Supervisor (Dec 2014 to Dec 2016)

- Responsible for all Cost Capp machines and provides 85% machine availability
- Downloading VHMS from machines and Upload to Komatsu site
- Used equipment business follow up
- Development of Vendors and Repair Contractors.
- Exposure in Kai zen activity
- FMC site in charge at (RajashreeCemet) WA800 wheel loader

5) **GMMCO LTD (A Unit of C.K.Brila Group) Dealer of Caterpillar**

Position : Service engineer And Warranty coordinator (Jan 2010 to Nov 2014)

- Worked as an Engineer-Customer Support, handling issues related to Back Hoe Loaders and other machines in utilization for Building and Construction Sectors.
- Warranty claim maintenance
- Daily job monitoring and send reports to HO
- Explaining to customers about the operations and maintenance procedures for best performance of equipment's.
- Attending machine Commissioning service, break down problems, scheduled maintenance and troubleshooting

SIGNIFICANT ACHIEVEMENT

- **Technical** Fabrication of fixture to handle multiple operation to reduce working time and fatigue. Warranty support to customers with Kirloskar engines and components
- **Customer handling** Handling fleet customers and corporate customers
- **Call management** dealer call opening call closing and call allocation through crm and upload reports through sap TSI to be updated

PERSONAL DETAILS

Father's name	:	P. Kumar
Date of Birth	:	28 th Jan, 1989
Address	:	No: 22/78 Pammal Nalla Thambi street, M.G.R Nagar Chennai 600078, Tamilnadu, India
Nationality	:	Indian
Marital Status	:	Married
Passport No	:	L7416467, Valid till 29 th Feb, 2024
Languages known	:	Tamil, English, Telugu, Hindi.

DECLARATION

I hereby declare that the above information stated is true to the best of my knowledge

Date:

Place:

K. Ramasubramanian